

# € TRAINING

Seminar: Total Quality Management (TQM) &  
Theory of Constraints (TOC)



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## Introduction:

Quality has become a must for all industries and services. The challenge today is not only to implement quality programs. It is also to reach high performance and ensure customer loyalty through products and services delivered on time at the right quality level, at the right price.

The main purpose of this course is to give an integrated view of quality management, quality systems, and improvement techniques: how they are linked, how to integrate them into the organization the second purpose is for the participants to learn and use an efficient quality improvement toolbox and methodology.

## Course Objectives:

At the end of this course the participants will be able to:

- Understand the evolution of quality management in products and services.
- Assess the quality performance of a business and its financial considerations.
- Understand the quality management functions, how they are linked, and make recommendations to an organization.
- Recommend an appropriate quality improvement methodology with respect to a company's structure, culture, and values.
- Understand the link between quality, human resources, change management, and leadership.
- Improve system performance without incurring additional capital or operating costs.
- Learn how to improve throughput and cycle time without the need for added resources.
- Adapt your Lean systems to manage unexpected disruptions.
- Focus management effort and resources to best effect.
- Increase in inventory turnover and shorten lead times.

## Targeted Audience:

- Individuals
- Managers
- Supervisors
- Everyone those that are engaged in quality models, awards, ISO, and TQM implementation as well as rising structure performance.

## Course Outlines:

### Unit 1: Introduction to Total Quality Management Concepts:

- Definition of quality and quality models
- History of quality
- Defining TQM
- TQM critical success factors
- The relationship between ISO 9000 and TQM
- Benefits of implementing a quality model
- The cost of poor quality

- Comparing the gurus Deming, Crosby, Juran, etc.
- National quality awards:
  - The Malcolm Baldrige national quality award
  - EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award
- Selecting the right model for your organization
- The quality maturity ladder

## Unit 2: The Success Elements of TQM:

- Customer-driven quality
- Plan, Do Check, Act PDCA model
- Eight-step problem-solving methodology
- Process thinking
- Eliminating the nonvalue added
- Management by facts and data
- Continual improvement and Kaizen
- Enhanced employee participation through idea-generating systems
- Employee reward and recognition

## Unit 3: Improvement Tools and Methodologies:

- What is a quality tool?
- The seven quality control tools
- Cause and effect diagram, check sheet, control charts, histogram, Pareto chart, scatter diagram, stratification
- Brainstorming
- Tree diagrams: how-how and why-why diagrams
- Force field analysis
- Affinity diagrams
- Process mapping: 'the turtle'
- Poka-yoke
- Lean thinking
- The seven types of waste in organizations
- Visual management and the 5S program
- Six sigma